

Based near Ayr, this dynamic organisation, an independent charity promotes energy efficiency, renewable energy and sustainable transport in the domestic, community and business sectors throughout South West Scotland.

The Energy Agency has held the contract to manage the Home Energy Scotland advice centre for South West Scotland since 2008. This is part of a Scotland wide network of centres, funded by the Scottish Government and via the Energy Saving Trust.

Home Energy Scotland south west covers the local authority areas of North, South and East Ayrshire and Dumfries & Galloway.

The Energy Agency delivers a variety of other contracts, including Home Energy Efficiency Programme for Scotland: Area Based Schemes for local authorities in south west Scotland and education work covering all aspects of advice on energy efficiency, micro generation and sustainability in North, South and East Ayrshire and Dumfries and Galloway.

The Energy Agency is committed to reducing our own energy, water and materials waste, thereby improving our overall efficiency and sustainability.

# JOB DESCRIPTION

**Post Title:** Home Renewables Advisor

**Salary:** £26,024 (SCP 47) per annum plus contributory pension

**Contract Length:** To 31st March 2023 with potential extension

**Workplace:** Currently home working, however, the ability to travel to the office and around Ayrshire and Dumfries and Galloway will be required.

The office is based at the Energy Agency, Watson Peat Building, Auchincruive, Ayr, KA6 5HW

**Responsible to:** Operations Manager of Home Energy Scotland advice centre south west (or as delegated within the advice centre Management Team)

**Primary Purpose:** The post of the Home Renewables Officer will form part of an existing team delivering effective and informative advice on energy efficiency, renewable energy and transport energy to householders. In addition to general advice, the role will also involve assisting householders to identify, evaluate and install micro-renewable and other microgeneration technologies to realise associated carbon savings as well as assist with hard to treat properties.

The Home Renewables Officer will be based at the Energy Agency and will promote microgeneration messages in Ayrshire and Dumfries and Galloway.

**Primary responsibilities**

Delivering Home Energy Scotland Renewables service to householders including:

* Home visits and surveys. These will focus on identifying and advising on opportunities for micro-renewables and other microgeneration technologies as well as solid wall insulation and other energy efficiency measures.
* Expert advice on suitable technologies, focusing on microgeneration and domestic energy efficiency as well as post installation advice and support.
* Assistance in dealing with suppliers, installers, planning issues etc.
* Supporting the other members of the Home Energy Scotland advice team in delivering accurate and impartial advice on microgeneration to householders as appropriate.
* Handling and responding to customer enquiries through telephone calls, written correspondence and face-to-face meetings.
* Maintaining an up to date working knowledge of micro-renewables / microgeneration technologies and sharing this with the rest of the team.
* Presenting at events and webinars and attending events.

This job description contains a broad outline of the main duties and responsibilities of the post and may be altered following further decisions being taken by the EST and the Energy Agency. A flexible approach in the discharge of the duties of the post is therefore essential.

**Working Hours**

Although the standard working week will be 35 hours, there will be the requirement to work outside those hours on occasion, for which time off in lieu at normal time will be granted.

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| Qualifications | Essential | Desirable |
| * HND or equivalent in a technical discipline and/or work experience in a similar field | ✓ |  |
| * City & Guilds 6176 in Energy Awareness |  | ✓ |
| * City & Guilds Renewable Energy in the Home |  | ✓ |
| **Experience** |  |  |
| * Use of customer relationship management (CRM) systems | ✓ |  |
| * Experience of giving complex advice and report writing | ✓ |  |
| * Experience in working in an environmental or energy related field |  | ✓ |
| * Experience of energy efficiency and domestic renewables |  | ✓ |
| Job related skills and attributes |  |  |
| * Excellent customer engagement skills | ✓ |  |
| * Excellent numeracy and communication skills; able to engage with people at all levels | ✓ |  |
| * Computer literacy and accurate data input skills including use of Microsoft Office and internet based software | ✓ |  |
| * Ability to achieve goals and work to deadlines | ✓ |  |
| * Ability to work autonomously and using own initiative as well as working effectively as part of a team | ✓ |  |
| * Ability and experience of working with key stakeholders and other organisations | ✓ |  |
| * Good presentation skills | ✓ |  |
| * Knowledge of energy efficiency and renewable energy solutions for houses, especially in retrofit situations | ✓ |  |
| * Knowledge of the local area |  | ✓ |
| * Full driving licence and own transport | ✓ |  |

**Closing Date: 30 November 2021**

**Interviews: 15 December 2021**

**Venue:**  **Interviews will take place via Zoom**